CPS HR CONSULTING

City of Fargo

Employee Engagement Survey Comments

IS

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Table of Contents

What is one thing you would recommend to make your Department a better place to work? 2

Please share any additional feedback: 4

What is one thing you would recommend to make your Department a better place to work?

1. Implement Flex Time.
2. Chargeback equipment/software purchases to the actual departments utilizing the equipment to better reflect where money is being spent and reduce wasteful spending.
3. More staffing in some divisions. More pay for certain positions.
4. I feel the level of professionalism has slipped lately. People consistently showing up late/not ready to work at shift start, spending too much time visiting, and being dismissive/rude to peers.
5. Adequate resources to keep up with the growth of the City. While other departments keep growing ours stays the same size but is expected to support all users.
6. Regular training budget, evenly applied across staff.
7. When new job responsibilities are added to a job description, the pay should be increased to reflect the change of work.
8. Please communicate better. I don't have all the answers as far as how to improve it, but I usually hear about work news from people in other departments because it simply doesn't make it to me through my department.
9. I would like to see more Department events or gatherings. Seems to be like a forgotten but then remembered event.
10. Open up information for all to learn on.
11. The layout of our office (IS Department). It is one giant open space and all cubicals. It gets very loud and disruptive and I feel exposed. If we could allow some personal space by adding in walls, etc. to cut down on noise and everyone constantly being able to look over our shoulders, I would be more a productive worker and could get more work done.
12. More learning opportunities with the various systems that we use.
13. I don't like that preferred parking spaces are given to management first regardless of length of service. If someone has worked here for ten years a manger who has worked here for six months should not get the better parking spot.
14. I think that the rank-and-file could use a little more face time from the department head
15. Darker shades in our windows. I can hardly see my monitors most mornings. This is honestly an annoyance and impacts my morning productivity.
16. More employee involvement and feedback as well as written polices and documentations. As a supervisor, I often feel left out of higher decisions and/or project planning that impact me or the

employees I supervise. Also, decisions that are made my management that affect the department often do not include feedback from the department. There are little to no official department policies and the ones that exist are not closely followed or communicated. This makes it difficult to know how to respond to certain situations and creates inconsistencies in the workplace environment. I also believe this has led to a lack of care or concern by other employees since it does not really seem to matter if they do things one way or another.

17. More insight and control over the budget.

Please share any additional feedback:

18. One thing I feel the City of Fargo "suffers" from is being a city on the border of another state (Minnesota). [redacted], pay for the equivalent jobs tends to be a bit higher, so it's harder to justify living in MN but working in ND. I'm not saying this is a severe limitation of the potential work force / talent pool, but it is frustrating knowing that if I had the equivalent job with an organization across the river, I'd be making upwards of $10k more for the same work. While I may take a job initially if I had to on the ND side, I'm more likely to leave the job eventually I feel as a MN resident if something becomes available.
19. Overall, I am happy here, but we all have bills to pay.
20. My earlier ratings about my manager not providing feedback on my performance are not a negative. We have a good relationship and they feel my performance is fine the way it is.
21. I truly love my job at the City of Fargo. I take pride in the fact I get to help the city I grew up in be a great place to live. I wish the passion I shared was replicated throughout the City.
22. The City could use 'top down' leadership and act more like one organization instead of many small businesses. Each department does 'what is best for them' without consideration of impact to whole.
23. The communications department was incredibly toxic and I'm hopeful some good will come of the resignations. HR is probably the next worst. HR is completely unreceptive to questions or complaints and has actively sabotaged one of my projects in the last year. As much as [redacted] falsely painted [redacted] as the victim, [redacted] was absolutely correct in [redacted] criticisms of HR.
24. I think the HR department should be reviewed. I overall think there are things missing and things that are not run well in the department. The most recent weeks with the CommsGA resigning and Investigation shows that there were reports of certain people being an issue and it was ignored from the information I have gathered. Not sure what all needs to be done but I feel others agree with my thoughts.
25. The city is a good place to work and has great benefits! It's hard to find growth opportunities.
26. Overall, I love working for the City of Fargo because of my amazing supervisor and great coworkers. I still look forward to coming to work every day, even after many years of working here. There are a couple things that would be nice to explore (such as working from home options, adding partitions in our working environment, etc. but overall it has been so great to work here! Thank you! :)
27. Enjoying working for the City and the people that I work with.

28. I am pretty disappointed in our HR department. The other day I went to there office and there was not a single person in the whole department. It was after 7:30 and yet none of them had showed up yet. We had a new hire go down there to ask questions and that was how we found out that the whole department just leaves the office on Fridays. I am told that they "work" from home. I have also had managers tell me that when they ask for guidance on hiring practices or things of that nature that HR just tells them that is for them to figure out. I am really not even sure what they do. I also want to bring up the recent events on the communications team. I feel that they and in particular the former director of that department were behind the frivolous spending I mentioned earlier. I know that whenever it comes up that the city is having money problems the first thing I think of is how adept the comms team seemed to be at spending other departments money. I do not think I am alone in this. I found that they and the former director in particular could be very difficult to deal with and were frequently rude to people of other departments. I heard it said that the departure of the former director has hurt employee morale. I can assure you that most people were very happy to hear that he had left and it is my biggest hope that the city council will realize how bloated that department was and that although they do serve an important function they don't need a dozen people to do it nor do they need to constantly spend money on unnecessary things. Lastly I want explain a couple of my answers in the earlier part of the survey. I had a lot of comments about city administration that may sound like I have issues with them. I do not. I just never interact with them so I cannot really comment on what they are like. I also want to say that I said I disagree on discussing my personal feelings with someone at work not because I cannot, there is probably multiple people I could do that with. I just would not. My co-workers are not my therapist or my spouse.
29. I know money is tight. I get it. However, there are non-monetary things that could be done. Study after study keeps coming out that a 4 day work week has no detrimental effect on productivity. I would love it. Even if it were 4 9 hour days, that's a 10% reduction in total hours, and a 33% increase in the total number of days off. We'd still need COLAs going forward, but I feel like it would be a fair trade for making up for so many COLAs that didn't keep pace with inflation over the years. It would likely be a boon for recruitment and retention without costing more money.
30. Overall, I think the City is a good place to work. Everyone is usually friendly, and the work culture is a great place to be. It also has great flexibility, and I feel cared about by management. Sometimes I just think there is lack of direction and policy and budgetary oversight.
31. 86 questions in a survey is too long.